



Total Recall ISDN Recording Solutions

Introduction

In an increasingly security conscious, litigious and results driven world, communications recording is vital to meeting your duty of care, management and legal requirements. Enterprises worldwide are seeking professional, fully featured ISDN recording solutions that are both efficient to use and won't break the ICT budget.

Total Recall has the total solution to your problem.



Our Linux based call recording servers offer the highest degree of performance, flexibility and reliability, taking advantage of the latest developments in computer technology to deliver a powerful enterprise call recording solution.

Unlike other solutions, Total Recall includes all functionality and features as standard¹, meaning that there are no hidden costs or nasty surprises. All PC software is included license free, allowing you to extend the benefits and functionality of your Total Recall ISDN solution to more people in your enterprise without any added expense. A wide range of channel licensing options are available to match your budget and individual recording requirements.

Are you looking to migrate to IP telephony in the future, or wish to record radio or other analog communications as well? Total Recall solutions offer the flexibility to record everything in one server, with the capability to change with your business. Minimum server footprints mean that your Total Recall solution can be located almost anywhere in your office environment. Multiple recorders can be installed across your offices, with centralised monitoring, search and management of all your solutions made possible from one PC using the supplied Remote Manager software.

¹ SMDR integration may be desired for certain applications, and is charged separately.

Total Recall ISDN Recording Solutions:

Total Recall Max



Total Recall Max is the premium call recording solution for enterprise-critical applications. Mirrored removable hard-drive storage and a hot-swap power supply are standard features, ensuring the integrity of your recording solution in the most demanding conditions. Total Recall Max utilises the latest Intel Core 2 Duo processors, for maximum speed and reliability.

The built-in LCD and keypad allows users to control most functions right at the server if required – although if server rooms aren't your favourite place to work then all functions can be set up with the included Remote Manager software from your PC.

Total Recall Max will record a maximum of 60 PRI ISDN lines simultaneously, although 120 lines may be physically connected. For greater capacity and redundancy you can monitor, search and manage multiple Total Recall Max units with the supplied Remote Manager software.

Total Recall Desktop Server

Are you looking at a smaller capacity ISDN call recording requirement? If space is an issue for your application, or you don't require the high levels of hardware redundancy featured in Total Recall Max, then our Desktop Server may be the product for you.



Total Recall Desktop Server will record up to 30 simultaneous PRI ISDN lines on its mirrored 200 GB hard drives, and offers all the search, monitoring and archiving features included with Total Recall Max.

Total Recall ISDN Recording – Product Features

Product →	Total Recall Max	TR Desktop Server
Feature ↓		
Built in TFT Screen	✓	✗
Built in Keyboard	✓	✗
SIP VoIP Support	✓	✓
Analog Support	✓	✗
PRI ISDN Support	✓	✓
Maximum Channel Capacity	60ch PRI ISDN	30ch PRI ISDN
Processor & Memory	Core 2 Duo 2.4GHz, 1GB	Core 2 Duo 2.4GHz, 1 GB
Remote Manager Provided License Free	✓	✓
ROD Support	✓	✓
Hot Swap Power Supply	✓	✗
Mirrored Hard Drives	✓	✓
Network Archiving	✓	✓
Network Time Synchronisation	✓	✓
DVD/CD Archiving	✓	✓
USB Backup	Pending	Pending

ISDN Specifications

Interfaces - E1, T1 (Hi-Z)

Line code - HDB3, AMI, B8ZS

Frame - D4 (SF), ESF, CRC4. non-CRC4

Connector - RJ45

Signaling - National ISDN Type 1, National ISDN Type 2, Nortel DMS 100, AT&T 4ESS, Lucent 5ESS, EuroISDN

Codecs: G.711a, G.711u

Hardware Configuration

Processor – Intel Core 2 Duo, 2.40 GHz (*TR Max and Desktop Server*)

Display & Controls – 130mm x 97mm TFT LCD. Custom Keypad Built-In (*TR Max*)

Onboard Storage – Mirrored, Hot Swap Seagate 200GB SATA HDD. Up to 500,000 Calls.

Archive Drive – Sony DVD/CD Drive

Power – Dual Hot Swap PSU, 320 + 320 Watts (*TR Max*)

Network/VoIP Interface – 2 x 8P8C RJ45 Network Ports

CTI Interface (Optional) – RS232 Socket

Software / Operating System

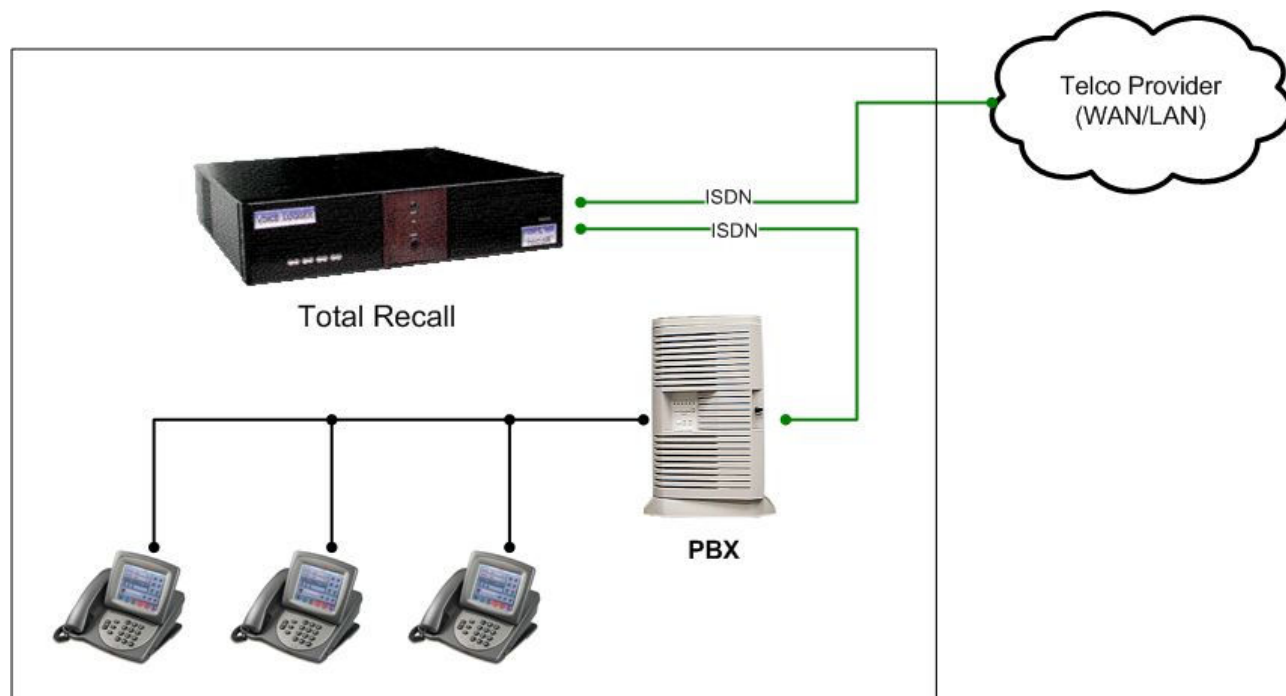
Onboard O/S – Linux Fedora Core 5



Onboard Software – Proprietary Total Recall Server Software

PC Client Software – Remote Manager (Windows 95/98/NT/2K/Me/XP). Supplied license free.

Connecting Your Total Recall ISDN Solution



Total Recall records trunk side ISDN signaling, and is connected in parallel with the PBX via a passive tap. Extension information can be recorded via a CDR feed link, which is configured in the included Remote Manager PC software. Full SMDR integration is offered as an option with Total Recall ISDN solutions – please [contact us](#) for more information.

If you have a unique ISDN recording application then please contact us with your specific requirement; our product development is ongoing, and our software design and development team can tailor a solution that matches your needs exactly.

Do you have Total Recall?



Total Recall Call Recording Solutions

www.totalrecallvr.com

Unit 5/7 Millennium Court
Silverwater 2128, NSW,
Australia

Ph: +612 9748 2304

Fax: +612 9748 2604

Email: sales@totalrecallvr.com